

Computing at Chapman

As a new student at Chapman University, you will want to use email and Internet services. Chapman Information Systems and Technology provides these essential resources and helps you use them. Please visit us at www.chapman.edu/computing.

Chapman students are able to use Chapman's high-speed, wired and wireless technology. All classrooms and most public access areas have wireless connectivity. For more information about how to connect to the Chapman network via wired and wireless please refer to the below.

For PC users: www.chapman.edu/computing/helpdesk/helpguides/pc/lan.asp

For Mac users: www.chapman.edu/computing/helpdesk/helpguides/mac/default.asp

Email

Students can use your Chapman account to send, receive and store email. To find out more about our email system go to www.chapman.edu/computing/email

Self Help Guides

Students can use our self help guides to help solve some of the more common PC and Mac problems that are regularly dealt with at the Help Desk. For our guides go here www.chapman.edu/computing/helpdesk/helpguides/default.asp

Purchasing Agreements

Students can purchase computers, peripherals, and software at reduce prices through the agreements Chapman has set up with the vendors; Dell and Apple. Please visit www.chapman.edu/computing/purchasingPersonal.asp for more information.

Computer Labs and Public Access Computers

Chapman has nine computer labs, one general use computer lab, and 68 public access computers on campus. All of the computer labs are available to students when classes are not scheduled or reserved. All services are free, except for printing.

Printing Policies

Students are given an initial credit of 250 pages. Afterwards, students will need to purchase more print credits at a rate of .05 cents per sheet. Please refer to the Printing Policy for further details. <http://www.chapman.edu/computing/labs/printingPolicy.asp>

Connecting to the Residential Network

In order to protect our students from viruses and worms (brought to campus by other students) Chapman University will be implementing a system called Bradford Campus Manager to ensure that all student computers on our network have up to date security patches, anti-virus, and spyware defenses. We will provide more instruction to all resident's when the system is in place.

Need Help?

If you have any computer related question or problem:

- Visit the Computer Service Desk in the basement of the Leatherby Library
- Visit room 102 in Henley Hall dorm
- Call the Service Desk at 714-997-6600
- Email us at helpdesk@chapman.edu

Chapman Service Desk

The Chapman Service Desk provides service for students to call or walk-in to receive help with connectivity from the internet to Chapman's network and web services. These services included connection via the Ethernet, wireless, or VPN, Chapman username and password, Chapman email, WebAdvisor, and Blackboard. Also, offered is a fee-based carry-in repair service for computers that are NOT owned by Chapman University. Below is a list of our services.

The Service Desk is located in the basement of the Leatherby Libraries.

The telephone support number is 714-997-6600 or send an email to helpdesk@chapman.edu.

For additional computing information please visit www.chapman.edu/computing.

Diagnostic Only Perform system checks and diagnostics to determine the problems.	\$0
Security Tune-Up Install/upgrade AntiVirus Update virus definitions Perform full hard drive scan and removal of virus's and spyware Install Microsoft Windows critical updates Install missing drivers Configure browser settings *Software not included	\$100
Operating System Install Install Microsoft Windows Include Security Tune-Up *Software not included	\$175
Backup and Restore Data Backup and restore data up to 5GB Additional backup \$10/GB	\$55
Software Install Install and update a single software package *Software not included.	\$40
Expediting Fee Next business day service (in by 2p.m., out by 2p.m. next business day, except on Friday's and Saturday's) *As services available	\$45
Additional Services Minimum one hour	\$55/hr